

Enterprise Incident Report February 2012

As of 3/1/2012

Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - First Contact Resolution	
				Low	FCR Total
Science Technology and Research	Metro A Desktop Support	Burton Brown	None	2 1	2 1
			Novell GroupWise	1 1	1 1
			Product Total	3 2	3 2
		Assigned to Individual Total		3 2	3 2
	Customer Company Total			3 2	3 2
	Customer Company Total			3 2	3 2

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Initial Response	
				Low	MIR Total
Science Technology and Research	Metro A Desktop Support	Burton Brown	None	20	20
			Novell GroupWise	10	10
			Product Total	30	30
		Assigned to Individual Total		30	30
	Customer Company Total			30	30
Customer Company Total				30	30

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number -Average time in hours	
				Low	ATTIR Total
Science Technology and Research	Metro A Desktop Support	Burton Brown	None	2 0.03	2 0.03
			Novell GroupWise	1 0.09	1 0.09
			Product Total	3 0.05	3 0.05
		Assigned to Individual Total		3 0.05	3 0.05
	Assigned Group Total			3 0.05	3 0.05
Customer Company Total				3 0.05	3 0.05

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	MR Total
Science Technology and Research	Metro A Desktop Support	Burton Brown	None	20	20
			Novell GroupWise	10	10
			Product Total	30	30
		Assigned to Individual Total		30	30
	Assigned Group Total			30	30
Customer Company Total				30	30

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours	
				Low	ATTR Total
Science Technology and Research	Metro A Desktop Support	Burton Brown	None	2 0.13	2 0.13
			Novell GroupWise	1 0.09	1 0.09
			Product Total	3 0.12	3 0.12
		Assigned to Individual Total		3 0.12	3 0.12
	Assigned Group Total			3 0.12	3 0.12
Customer Company Total				3 0.12	3 0.12

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Detail

INC000000458587	Amanda Moore	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.04
	Metro A Desktop Support	Burton Brown	Science Technology and Research	Low	Closed		TTR Missed: No	0.05
INC000000461782	Ronda Robbins Jones	Network	None	None			TIR Missed: No	0.02
	Metro A Desktop Support	Burton Brown	Science Technology and Research	Low	Closed		TTR Missed: No	0.21
INC000000469874	Ronda Robbins Jones	Application	None	Novell GroupWise			TIR Missed: No	0.09
	Metro A Desktop Support	Burton Brown	Science Technology and Research	Low	Resolved		TTR Missed: No	0.09